PATENT ABSTRACTS OF JAPAN

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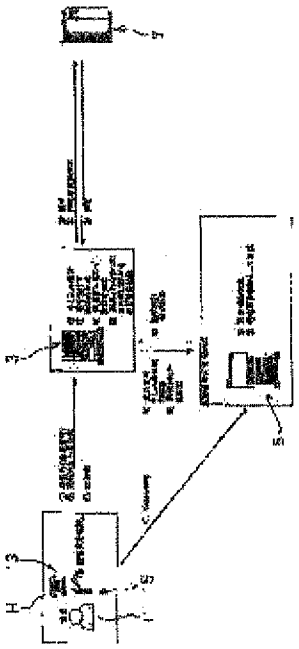
(54) RESERVATION SYSTEM FOR RESERVED SEAT

(57)Abstract:
PROBLEM TO BE SOLVED: To dissolve complications when making reservation for reserved seat of a railroad.
SOLUTION: When a member applies reservation of the reserved seat to the reservation managing host 3 (2), the reservation managing host 3 transmits a membership number to a customer taste management database 5 (3) and inquires about the tastes of the member (4). The customer taste managing database 5 determines the member from the received membership number (5) and transmits taste information to the reservation management host 3 (6). The reservation management host 3 receiving the taste information creates an answer plan, based on the taste information (7) and requests answer to a reserved seat managing host 7 (8), (9). The reserved seat managing host 7 extracts the reserved seat, based on the answer plan and the present reservation state and sends answer to the reservation managing host 3 (10). Consequently, a reserved seat in matching with the tastes of the member 11 is reserved, without even specifying the tastes.



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CLAIMS

[Claim(s)]
[Claim 1]A reserved seat reservation system comprising:
A taste information memory measure which matched and stored taste information which is information about liking [member numerals peculiar to this user beforehand given to a user of the reserved seat reservation system concerned, and a user] of a vehicle.
A reservation command receiving means which receives instructions and said member numerals of a purport that a reserved seat of a vehicle is used at least from said user.
A reserved seat information storage means which memorizes an attribute about said taste information of whether a reserved seat of a vehicle is reserved, and each of this reserved seat.
A reserved seat extraction means to extract a reserved seat which will agree in said taste information corresponding to these member numerals memorized by said taste information memory measure if this reservation command receiving means receives said instructions and said member numerals from said reserved seat information storage means, A reserved seat information updating means which updates a reserved seat extracted by said reserved seat extraction means among memory contents of said reserved seat information storage means reserved.

[Claim 2]Said taste information in the reserved seat reservation system according to claim 1 at least, Information on the window side or an aisle side and information on a nonsmoking seat or a seat which can be smoked are included, A reserved seat reservation system, wherein an attribute about said taste information of each reserved seat memorized by said reserved seat information storage means contains at least the attribute of a seat which each seat smokes [the attribute of the window side or an aisle side and a nonsmoking seat, or].
[Claim 3]The reserved seat reservation system comprising according to claim 1 or 2:
A reserved seat proposal reporting means which notifies said user of two or more of the reserved seats which extract all in part and were extracted by this reserved seat information storage means when said agreeing reserved seat has two or more said reserved seat extraction means.
A selecting means for a user to choose a desired seat from two or more reserved seats notified by this reserved seat proposal reporting means.

[Claim 4]A reserved seat reservation system having a taste information update means which updates taste information memorized by taste information memory measure in the reserved seat reservation system according to claim 3 based on the attribute of a reserved seat selected by said selecting means.
[Claim 5]To claims 1-4, either also when there are no instructions of a purport that a reserved seat is reserved from a user through said reservation command receiving means in a reserved seat reservation system of a statement, A reserved seat reservation system having a proposal means to propose reserved seat use to said user, based on reserved seat information memorized by taste information and said reserved seat information storage means of this user remembered by said taste information memory measure.

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DETAILED DESCRIPTION

[Detailed Description of the Invention]
[0001]
[Field of the Invention]This invention relates to the art which enables the proposal of the vehicle Sagitta seat used for a traveler, an expatriate personnel, etc. from the company of a means of transportation.
[0002]
[Description of the Prior Art]Conventionally, when reserving a reserved seat in a railroad etc., not only use time but the customer's 1 grade vehicle could be good, the 2nd grade vehicle could be satisfactory for him, the nonsmoking car was good, the vehicles which can be smoked were good, or it was specified whether the place by the window of a seat is good or an aisle side is good.
[0003]
[Problem(s) to be Solved by the Invention]Thus, if it reserves and a desired seat can be acquired, while a comfortable travel and business trip can be performed, the technical problem that the request to print out files itself becomes complicated occurs. The same technical problem is generated also in means of transportation other than a railroad.
[0004]This invention was made in view of the starting technical problem, and an object of this invention is to cancel the complicatedness of the specification at the time of reserving a reserved seat.
[0005]
[The means for solving a technical problem and an effect of the invention] This invention according to claim 1 made in order to solve this technical problem, The taste information memory measure which matched and stored the taste information which is information about liking [member numerals peculiar to this user beforehand given to the user of the reserved seat reservation system concerned, and a user] of a vehicle, The reservation command receiving means which receives instructions and said member numerals of the purport that the reserved seat of a vehicle is used at least from said user, The reserved seat information storage means which memorizes the attribute about said taste information of whether the reserved seat of a vehicle is reserved, and each of this reserved seat, A reserved seat extraction means to extract the reserved seat which will agree in said taste information corresponding to these member numerals memorized by said taste information memory measure if this reservation command receiving means receives said instructions and said member numerals from said reserved seat information storage means, It had the reserved seat information updating means which updates the reserved seat extracted by said reserved seat extraction means among the memory contents of said reserved seat information storage means reserved.
[0006]Use time and a boarding section are mentioned as instructions of a purport that a reserved seat is reserved which a reservation command receiving means receives from a user, and information other than member numerals. According to such a reserved seat reservation system, a seat corresponding to taste information stored in a taste information memory measure, A reserved seat extraction means extracts out of a reserved seat information storage means, and there are few items specified by a user and they can be managed with that (it is said hereafter that it only reserves) in which a reserved seat information updating means updates reserved seat information. The system according to claim 2 made this more concrete.
[0007]Namely, in the reserved seat reservation system according to claim 1 this invention according to claim 2, Said taste information includes at least information on the window side or an aisle side, and information on a nonsmoking seat or a seat which can be smoked, An attribute about said taste information of each reserved seat memorized by said reserved seat information storage means contains at least the attribute of a seat which each seat smokes [the attribute of the window side or an aisle side and a nonsmoking seat, or].
[0008]If taste information "its nonsmoking seat by the side of a window is good" is registered, for example, even if it will not specify at every application according to such a reserved seat reservation system, a reserved seat corresponding to this condition is reserved. In addition to these, various information may be added to taste information. For example, a "center" information that it can respond also to a sheet which is between aisle sides 1 more seat the window side may be added, as long as it is a railroad, information any shall be liked between a 1st grade vehicle and 2 grade vehicles may be added, and information any of – holiday are liked a weekday may be added. in addition — although it is contrary to a mode of this claim — the window side or an aisle side — or it is good only as for either one of a nonsmoking seat or a smoking seat.
[0009]In the reserved seat reservation system according to claim 1 or 2, when said agreeing reserved seat has two or more said reserved seat extraction means, this invention according to claim 3, A reserved seat proposal reporting

means which notifies said user of two or more of the reserved seats which extract all in part and were extracted by this reserved seat information storage means, It had a selecting means for a user to choose a desired seat from two or more reserved seats notified by this reserved seat proposal reporting means.
[0010]According to such a reserved seat reservation system, a user can choose a seat nearer to an ideal. This system is improved, and when there are few seats corresponding to taste information (it contains also when there is nothing), it may be made a system which carries out the following. That is, when a seat which does not fulfill a part of conditions of taste information is proposed or specification of time is received, a seat corresponding to taste information is extracted and proposed from a reserved seat of a vehicle in front of one of them (or after).
[0011]This invention according to claim 4 was provided with a taste information update means which updates taste information memorized by taste information memory measure in the reserved seat reservation system according to claim 3 based on the attribute of a reserved seat selected by said selecting means. Since according to such a reserved seat reservation system taste information is updated whenever a user reserves, taste information can be made into the newest thing. Suggesting to a side which manages the system concerned can also expect to set up the attribute of new taste information. For example, it is the attribute "this user tends to like a seat of a cross-direction central neighborhood of a vehicle." If a tendency which cares about a position of a cross direction is seen by many users, in a system developed next time, it can suggest adding this to taste information. An attribute is added based on a user's selection and it may be made to go not in another system but in the system concerned.
[0012]In an any or a statement in claims 1-4 reserved seat reservation system this invention according to claim 5, Also when there are no instructions of a purport that a reserved seat is reserved from a user through said reservation command receiving means, Based on reserved seat information memorized by taste information and said reserved seat information storage means of this user remembered by said taste information memory measure, it had a proposal means to propose reserved seat use to said user.
[0013]Since use of a reserved seat (that is, vehicle) can be proposed from the company side of a means of transportation according to such a reserved seat reservation system, it is useful for dissolution of a vacancy, etc.
[0014]
[Embodiment of the Invention]An embodiment of the invention is described with a drawing below. Drawing 1 is an explanatory view showing the outline of the reserved seat reservation system 1 which is one embodiment of this invention first. The reserved seat reservation system 1 is constituted considering the reservation management host 3 installed in the railroad company, the customer taste management database 5, and the reserved seat management host 7 as the principal part. The enclosure in the upper left of this figure is the user's 11 (only henceforth the member 11) house H which carried out membership registration to the reserved seat reservation system 1. It is connected in the telephone line (not shown) and the member 11 and the reserved seat reservation system 1 are accessible to the reserved seat reservation system 1 by the general line telephone 13 of the member's 11 house H. therefore -- changing to the general line telephone 13 -- the portable telephone 15 and PHS (a registered trademark.) which is not illustrated Since the reservation management host 3 can be accessed even if it uses Personal Handyphone System and the public telephone (these will only be generically called telephone) which is not illustrated, if these are used, the reserved seat reservation system 1 can be used even from the outside of the house H.
[0015]As mentioned already, it is accessible with a telephone line from the member 11, and the reservation management host 3 has become a system which sells a reserved seat by exchanging the customer taste management database 5 and the data later mentioned with the reserved seat management host 7. The customer taste management database 5 serves as a computer system in which the personal information (a name, an address, an occupation, a membership number (after-mentioned), etc.) of the user of the reserved seat reservation system 1 was stored. the reserved seat management host 7 is the computer system in which the reserved state of the reserved seat of each train of each date and the attribute (the window side ****** -- a standard-sized car or a first-class car -- do nonsmoking car or not?) of each reserved seat were stored.
[0016]Those who wish use of the reserved seat reservation system 1 register with the railroad company which manages the reserved seat reservation system 1 with the documents etc. which prove a status beforehand as a member of the reserved seat reservation system 1. Then, a membership number peculiar to the use candidate is given, a use candidate applies also for his taste (or [any shall be liked between the window side and an aisle side, or / liking any of a standard-sized car and a first-class car] -- it is -- any shall be liked between a nonsmoking car and the car which can be smoked?) in the case of this registration. The taste for which it applied is registered into the customer taste management database 5 as taste information (1).
[0017]When reserving a reserved seat, the processing (in the part, the member 11 involves) which the reserved seat reservation system 1 performs is explained using the flow chart of drawing 2. This processing is started when the member 11 accesses the reservation management host 3 by telephone. The number of (2) - (17) is equivalent to the number given to the arrow of drawing 1 during the following explanation. It expressed from the portion of explanation which the member 11 accesses for convenience at the reservation management host 3. That is, a member applies for a request to print out files of a reserved seat to the reservation management host 3 at Step (it is only hereafter described as S) 110 first (2). Under the present circumstances, a member inputs his membership number using the numerical keypad of telephone. The reservation management host 3 receives this, sends a membership number to the customer taste management database 5 in (3) and S120, and asks the member's taste (4). The time to which the application concerned was made is also transmitted in this case. The customer taste management database 5 judges a member from the received membership number, and transmits (5) taste information to the reservation

management host 3 (: (6) which is not illustrated).
[0018]The reservation management host 3 who received taste information creates two or more reserved seat acquisition propcsals in S130. And based on a reserved seat acquisition proposal, a reserved seat is acquired from the reserved seat management host 7 in S140. Based on taste information, the answer plan of the window side of the first-class car which is no smoking is created in more detail, and it requires of (7) and the reserved seat management host 7 ((6) 9). The reserved seat management host 7 extracts a reserved seat based on this answer plan and the present reservation status, and replies to the reservation management host 3 (10). All the reserved seats corresponding to an answer plan answer that a seat was not able to be acquired, in being reserved.
[0019]The reservation management host 3 checks the reply from the reserved seat management host 7 (S150), and judges whether the reserved seat has been acquired (S160). It connects in synthesized speech that he followed to S170 when it was not able to do, and it was not able to acquire to a member, and this processing is ended. When it is able to acquire, the number of the acquired reserved seats is checked (S180), and it is judged whether two or more seats have acquired (S190).
[0020]When 1 seat is accepted and it is able to acquire, it progresses to S200, and a customer is notified of the seat in synthesized speech. In this case, it means that the reserved seat was become final and conclusive. When more than one are able to be acquired, a customer is notified of two or more reserved seats which he followed to S210 and were acquired in synthesized speech, and selection is urged (11). By the numerical keypad of telephone, a customer chooses the seat of hope from the inside (12). This is transmitted to the reservation management host 3, and (13) and the reservation management host 3 check the proposal which the customer chose (S220).
[0021]It is judged whether the customer chose in S230. Progressing to S250, when it chooses, the reservation management host 3 **** except the proposal which the member chose. That is, only a request to print out files of the seat which the member chose is validated, and other seats are returned to the state of a vacancy (14). Progressing to S250, when it does not choose, the reservation management host 3 deducts all the acquired reserved seats (S250: (15)). That is, it is returned to the state of a vacancy.
[0022]In this way, after processing of S240 or S250 is completed, progress to S260 and the reservation management host 3, The result (result [case / of S250] "no request to print out files was performed") of a request to print out files is transmitted to the customer taste management database 5, and (16) and the customer taste management database 5 are registered into this as a member's new taste information (17). Even after a reserved seat is become final and conclusive by processing of S200, it shifts to S260. In this way, an end of the registration to the customer taste management database 5 will end this processing.
[0023]That is, this processing is the processing which reserves a reserved seat based on the taste information stored in the customer taste management database 5 according to the member's 11 application. According to the reserved seat reservation system 1 constituted as mentioned above, even if it does not specify at every the member's 11 application of its taste, a desired reserved seat can be reserved. Since the member 11 can choose from them when there are two or more reserved seats corresponding to taste information, the member 11 can choose the seat nearer to an ideal. And since taste information is updated and it goes whenever a request to print out files is completed, taste information can be made into the newest thing.
[0024]Here, correspondence of the composition of this embodiment and this invention is explained. The customer taste management database 5 is equivalent to the composition which served both as the taste information memory measure and the taste information update means, The reserved seat management host 7 is equivalent to the composition which served both as the reserved seat information storage means and the reserved seat extraction means, it is equivalent to the composition in which the reservation management host 3 served both as the reservation command receiving means and the reserved seat proposal reporting means, telephone is equivalent to a selecting means, and a membership number is equivalent to member numerals.
[0025]As mentioned above, although the mode which carried out this invention has been explained, this invention is not limited to these embodiments at all, and can be carried out in various modes. For example, in the above-mentioned explanation, although divided into the reservation management host 3, the customer taste management database 5, and the reserved seat management host 7, some (or wholly) of these may be unified.
[0026]Although applied to the railroad in the above-mentioned explanation, this system may be applied to an airplane, a marine vessel, etc. Under the present circumstances, the taste information about a means of transportation of these plurality may be registered into the customer taste management database 5, and it may constitute so that the means of transportation which suited that member's taste according to the destination may be proposed. And in this case, the company of a means of transportation may perform managing this system together, one of companies may represent it, it may be performed, and the entrepreneur who does **** of a reserved seat ticket may perform it.
[0027]When the reserved seat corresponding to taste information found only one, that seat was acquired unconditionally, but it may be made to check acquiring that seat to the member 11 also in this case. Use/disuse of the electronized coupon ticket may be registered into taste information.
[0028]Although the notice of the acquired reserved seat was performed by synthesized speech, an operator shall operate the reservation management host 3 and it may be made for this operator to receive an inquiry from the member 11 in a voice. You may constitute so that the purchase of a coupon ticket can be performed from the personal computer which a member owns via computer networks, such as the Internet instead of a telephone line, PDA (a registered trademark, Personal Degital Assistant), etc. In this case, it is good to perform the check performed with the sound in S180 or S210 by displaying on a personal computer or the display device of PDA.

[0029]If the time of return is specified, it may constitute so that it may reserve based on the same taste information out of the reserved seat of the train of the opposite direction of the same section as going automatically. The member 11 registers into taste information the section used well, and it is made to simplify specification of a using section by asking whether use the section in the case of a request to print out files.

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DESCRIPTION OF DRAWINGS

[Brief Description of the Drawings]
[Drawing 1]It is an explanatory view showing the outline of the reserved seat reservation system 1 of this invention.
[Drawing 2]It is a flow chart of reserved seat application processing.
[Description of Notations]
1 — Reserved seat reservation system
3 — Reservation management host 5 — Customer taste management host
7 — Reserved seat management host 9 — Coupon ticket custody host
11 — Member 13 — General line telephone
15 — Cellular phone

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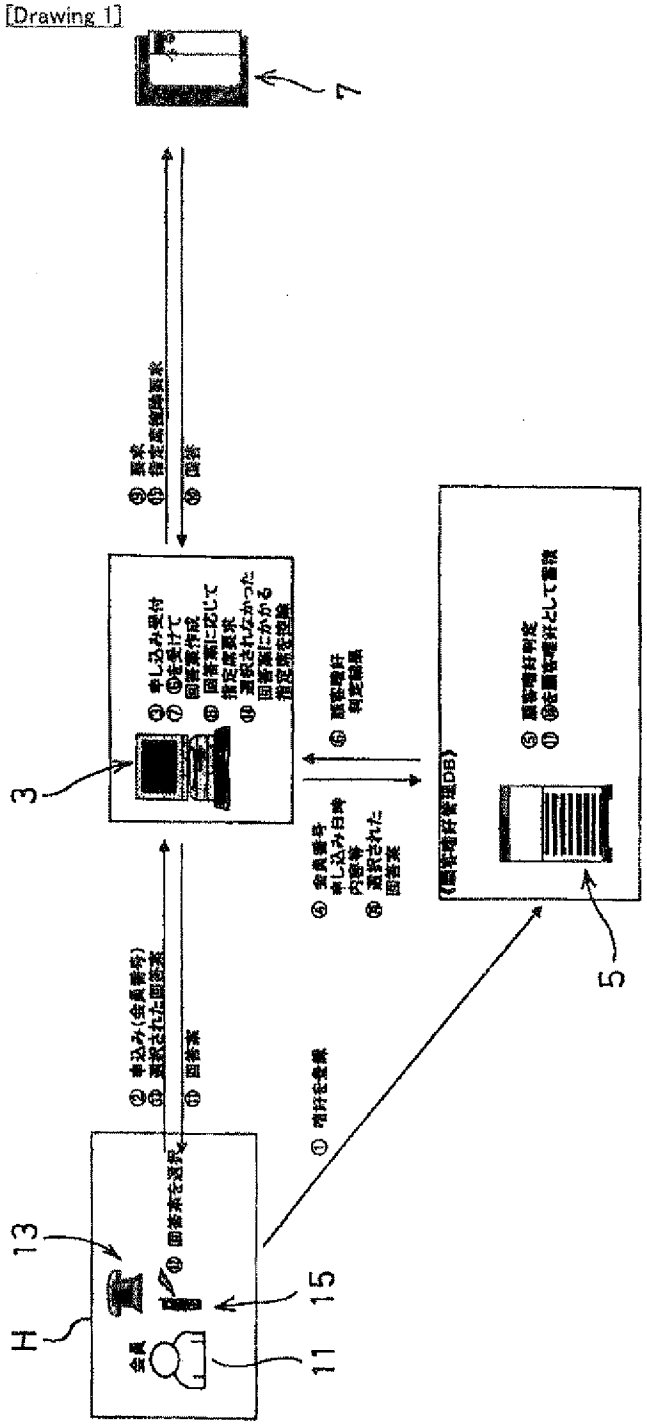
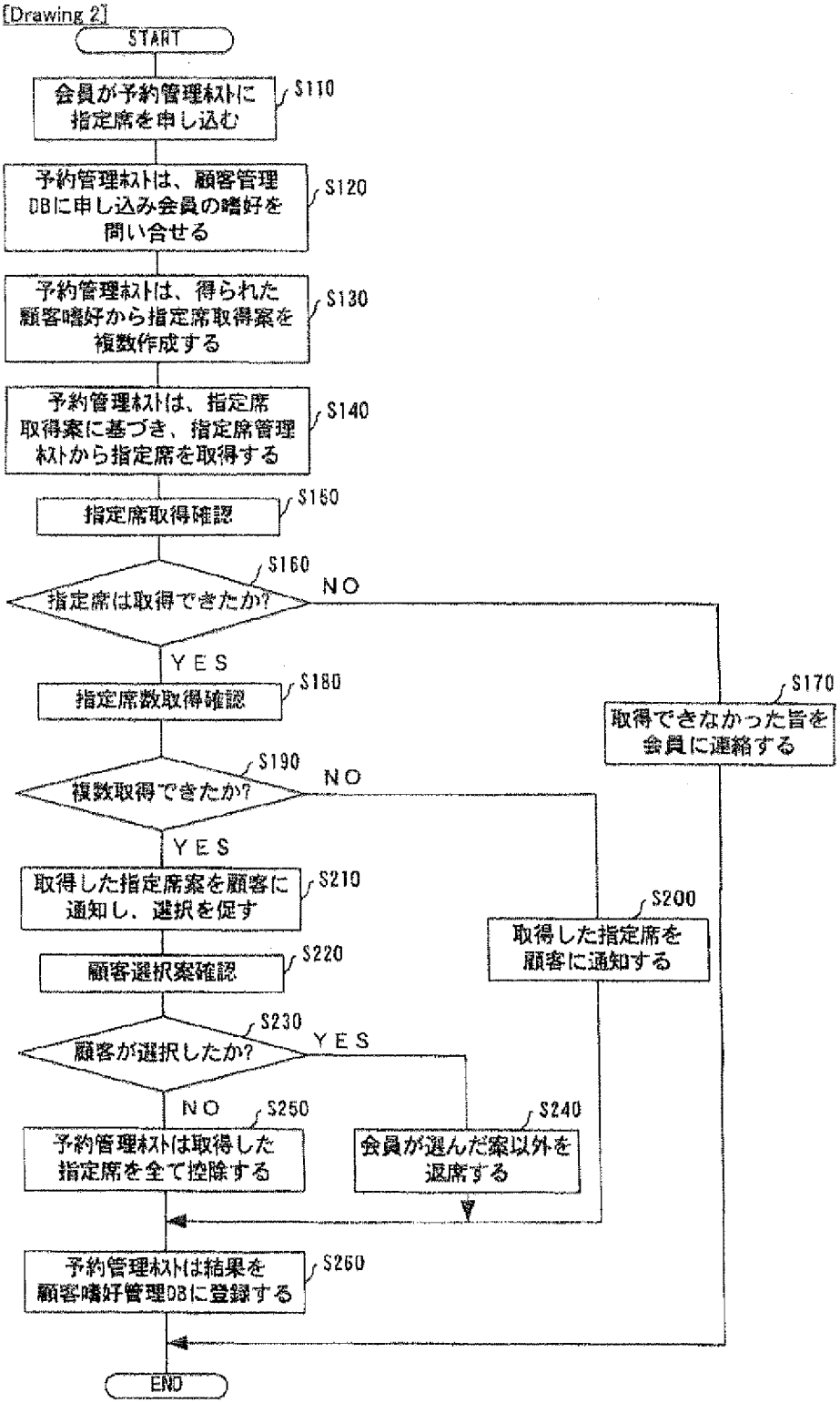
DRAWINGS

[Drawing 1]



[Drawing 2]



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